



Make your move with confidence

The easy way to move.





When you move your world,
we'll make sure your world goes with you.

To the untrained eye, it's an old tattered teddy bear that's seen better days. To a little girl moving with her family from Cape Town to London, it's security, comfort and a best friend in a strange new world. Specialised packing is just one of the many, dare we say it, specialised services we offer for people and families moving abroad. Because we know that 'Big Ted' getting there is just as important as you getting there.



Local Household Moving - **Overseas Moving** - Pet Relocation - Office and Computer Moving - Fine Art Packing - Storage - Cellaring of Fine Wines
Need a quote? SMS "quote" to 34664 R2/SMS, irms.net/terms Sharecall: 0860 111 590 (011) 256 3000 elliott@elliott.co.za www.elliott.co.za

Customer satisfaction and excellence are the cornerstones of the Elliott philosophy

The information contained in this guide has been carefully and meticulously researched by ELLIOTT, but no liability or responsibility can be accepted for any changes to the information contained herein.

We make no apologies for the fact that there are no elaborate illustrations or pictures to make this booklet more attractive because it is intended as a factual guide for our customers and not a glamorous sales aid for our organisation. By presenting this booklet in this simple format, changes can be made in order to update the contents on a regular basis and production costs are kept to a reasonable level in our mutual interests.

Copyright: It is prohibited to copy any of this material in whole or in part without the express written permission of Charles Luyckx / Brad Barker Joint CEOs, ELLIOTT AFROVAN.

Twenty-fourth edition - May 2008

Head office:

Tel: (011) 256 3000

Fax: (011) 256 3200

e-mail: elliott@elliott.co.za

From left to right:

Brad Barker and
Charles Luyckx,
joint Chief Executive Officers



INDEX	PAGE
INTRODUCTION	4
PLANNING FOR THE MOVE	4
THE PRE-MOVE SURVEY	4
ITEMS OF SPECIAL OR SENTIMENTAL VALUE	5
THE ELLIOTT SURVEY LIST	5
THE ELLIOTT SERVICE SPECIFICATION FORM	6
ELLIOTT EXTRA PROTECTION WRAPPING AND/OR CRATING	6
PACKING	7
CONTENTS OF CHESTS, WARDROBES ETC.	8
UNPACKING	8
CONTRACTUAL LIABILITY	9
INSURANCE PROTECTION	9
INSURANCE APPLICATION FORM	11
YOUR INSURANCE VALUE	12
YOUR INSURANCE PREMIUM	13
MECHANICAL DERANGEMENT INSURANCE	13
INSURANCE CLAIMS	13
THE ELLIOTT REMOVAL QUOTATION	14
VALUE ADDED TAX (VAT)	15
ACCESS TO RESIDENCE	15
DIRECTIONS TO PREMISES	16
PLAN OF NEW HOME	16
PACK, MOVE AND DELIVERY DATES	16
DIRECT LOADING AND UNLOADING	17
TIMING OF THE MOVE	17
THE ELLIOTT REMOVAL TEAMS	18
MOVE DAY	18
TIPPING	20

INDEX	PAGE
THE INVENTORY	20
DISMANTLING AND ASSEMBLING OF FURNITURE, UNITS, ITEMS ETC.	20
INFLAMMABLE PRODUCTS	21
LIQUID PRODUCTS	21
JEWELLERY, WATCHES, FIREARMS AND SIMILAR VALUABLES	21
ELECTRICAL APPLIANCES AND FITTINGS	21
CURTAINS AND BLINDS	22
POT PLANTS	22
LIQUOR	23
KEYS	23
PAYMENT	23
OVER BORDER MOVES	23
STORAGE	23
RE-DELIVERY FROM STORE	25
ACCESS TO GOODS IN STORE	25
STORAGE - MISCELLANEOUS INFORMATION	26
THE ELLIOTT QUALITY PERFORMANCE REPORT	26
ELLIOTT CUSTOMER PROTECTION GUARANTEE	27
PET TRAVEL	27
MOTOR CARS	27
FOR CHILDREN, MOVING CAN BE TRAUMATIC - OR EXCITING	28
ELLIOTT AFROVAN	30
NATIONAL AND INTERNATIONAL RECOGNITION	30
YOUR PERSONAL CHECKLIST	32
ADDENDUM: THE ELLIOTT SERVICE SPECIFICATION FORM	34

INTRODUCTION

Moving home is seldom a comfortable experience. In fact, most often it is a time of discomfort and trauma. All we can do is to minimise the discomfort and, you may be assured, we will do everything we possibly can to achieve this objective.

In our sincere desire to please our customers and to make your move as comfortable as possible we have compiled this comprehensive guide on moving home. We have tried to include as much basic information as possible but, if we have omitted anything of importance, please do let us know as this guide is updated on a regular basis.

PLANNING FOR THE MOVE

Contact **ELLIOTT** as far in advance as possible. You can never be too early because the secret of a happy move depends largely on pre-planning and attention to detail.

On receiving first contact from you, if you reside in one of the major urban areas or within 100 kilometres of any major urban area, we will arrange for one of our Sales Executives to visit your residence to undertake a pre-move survey. Our Sales Executive will assist in the planning of your move and to estimate accurately the quantity of your possessions to enable us to pre-plan for your move and to provide you with our removal quotation.

Even if you live more than 100 kilometres from our nearest office we can arrange for a visit by one of our Sales Executives but, in order to avoid unnecessary expense because we do want our quotation to be competitive, if you live more than 100 kilometres from our nearest location we would normally try to arrange everything on the telephone. It would then be necessary for you to provide us with a list of all items to be moved and, to simplify this requirement, we can send you a pre-printed list for you to fill in. Please make sure you list everything including the items from outside, in the garage and in the maid's room.

THE PRE-MOVE SURVEY

When our Sales Executive visits your residence to undertake the pre-move survey, please be sure to point out each and every item to be moved. Remember not to overlook items from the garage, the garden, outbuildings and from the attic or other unusual areas of the household that may not be used on a regular basis.

At the time of the pre-move survey our Sales Executive will discuss with you many of the points covered in this guide and it is a time when you may put to us as many questions as you wish. Remember, it is our pleasure to answer these questions in such a way that we provide our services in accordance with your detailed requirements.

Our Sales Executive will also need to inspect the contents of cupboards, chests, drawers, bookshelves etc. The contents of these items must be removed and packed into cartons for the move.

ITEMS OF SPECIAL OR SENTIMENTAL VALUE

Please draw our attention to any items of special or sentimental value. Where appropriate, special instructions will be issued by us to our packers and/or moving teams to prepare these items for removal and to handle these items in a way which will minimise the risk of damage.

Our special **ELLIOTT** trunk security system is available for the packing of items of great sentimental value (e.g. silverware, photograph albums, delicate ornaments, trinkets etc.). This service includes the following:

- a) *Provision of metal trunk/s and padlock/s.*
- b) *Packing in your presence by our supervisor of the items to be included in the trunk/s.*
- c) *Locking and sealing the trunk/s in your presence, after which the keys to the lock/s are handed to you.*

Should you require our **ELLIOTT** trunk security service, please let us know verbally and in writing and please keep the items to be packed into the trunk/s in a secure area (e.g. locked cupboard) so that these items are not packed into cartons in the normal way. Please note that there is an additional charge for this extra service.

THE ELLIOTT SURVEY LIST

At the time of the pre-move survey, our Sales Executive will carefully compile our survey list reflecting details of all items to be moved. The original of this document will be handed to you.

IT IS SO IMPORTANT FOR YOU TO CAREFULLY CHECK THE SURVEY LIST TO ENSURE THAT NO ITEMS TO BE INCLUDED FOR REMOVAL ARE OMITTED. This applies in particular to items such as a jungle-gym from the garden, items from the garage, the furniture from the maids room etc. which can so easily be overlooked unless they are specifically drawn to our attention.

Remember that our quotation is based on transportation of the items on our survey list so should you purchase or acquire additional items, dispose of items or alter the items to be moved after the date of the pre-move survey please inform us so that appropriate adjustments can be made to our quotation in order to avoid any confusion and last-minute disputes at the time of or after the move.

On our survey list, under the section for "special instructions to the **ELLIOTT** removal supervisor", our Sales Executive will provide details of any special extra packing and other services to be provided for you. Please read this section

carefully and please advise us if any special requirements laid down by you have been omitted.

THE ELLIOTT SERVICE SPECIFICATION FORM

We believe it is our duty to avoid, if at all possible, any misunderstanding with our customers. We must aim to present a removal quotation based on the detailed requirements of our customer and, with this aim in mind, at the time of the pre-move survey, a **SERVICE SPECIFICATION FORM** is carefully completed by our Sales Executive.

After completion of the pre-move survey, our Sales Executive will present the **ELLIOTT SERVICE SPECIFICATION FORM** (completed in triplicate) to you. You will be asked to study this document to make sure that our interpretation of your packing and moving requirements is correct and the original of the **ELLIOTT SERVICE SPECIFICATION FORM** will be left with you.

Please remember that our quotation and our planning of the packing and moving will be based on the requirements outlined on the **SERVICE SPECIFICATION FORM** so, should you subsequently change your mind regarding your requirements, please let us know before commencement of the packing/moving so that, if necessary, our planning of the packing and moving is revised and a new quotation can be presented to you.

ELLIOTT EXTRA PROTECTION WRAPPING AND/OR CRATING

If, among your furniture, you have any delicate or irreplaceable antiques and/or family heirlooms and/or yellow wood pieces we recommend our **ELLIOTT EXTRA PROTECTION** service.

This special service includes the cushioning of such items in bubble-wrap and the wrapping in protective wallboard. When it is considered necessary to do so, such items will also receive the additional protection of tailor-made wooden crates.

Remember, though, that extra charges are raised for these additional special services and, if it has been agreed that these services will be provided, the additional cost/s to be incurred will be reflected on our quotation form. When an item is to receive the additional protection of a tailor-made wooden crate, details to this effect will be reflected on our quotation form together with the additional costs involved.

If you do require these extra services and the cost of these is not shown on our quotation form, please contact us before commencement of your move to rectify or clarify the position.

Some of the larger glass tops, mirrors and pictures that cannot be accommodated in our standard-sized cartons require

the additional protection of wooden crates after having been cushioned in bubble-wrap and wallboard. Again, it must be stressed that additional charges are raised for these "extras".

Pictures and mirrors that can be accommodated in our standard-sized cartons or wrapped in the normal way are packed accordingly and charges for packing are raised according to the number of cartons packed by us.

PACKING

It is advisable to have the packing done by **ELLIOTT** because, by having your china, glassware, linen, books, clothing, etc. professionally packed, the risk of damage is minimised. Please discuss your packing requirements very carefully with our Sales Executive because, to properly plan for your move, we will need to know whether we are to do all the packing or only part of the packing or whether you will do all of this yourself. Remember though that insurance cover will exclude liability for damage to any item which is not packed by **ELLIOTT**. Also, maximum insurance liability for any package that is not packed by **ELLIOTT** is limited unless you provide us with a detailed valuated list of the contents of those packages.

If, after carefully considering the pros and cons of doing your own packing, you still decide to do this yourself, cartons may be hired from us at a non-refundable hire charge. Should you do your own packing, make sure that all breakables are carefully cushioned with liberal quantities of crumpled paper or other suitable cushioning materials and make sure all packages are securely sealed.

If **ELLIOTT** should do the packing you will find we do **NOT** use newspaper because the soiling effects of newspaper can have harmful effects on your possessions. **ELLIOTT** uses only plain white paper, tissue, bubble plastic, blanket-wrap and other such protective materials.

Unless there is only a small amount of packing to be done by us, for maximum efficiency and to overcome the problem of packing and moving teams getting in each other's way, packing by **ELLIOTT** should be done on a day or days preceding the move. So remember, when reserving your moving date to arrange for a separate day or days for the packing. This does not mean we will necessarily complete all the packing on the day or days set aside for the pre-pack (i.e. pre-pack meaning the packing done before the day on which the move is carried out). We will do as much as we can on the pre-pack day or days and will complete the packing on the day of the move.

Please make sure that anything required by you overnight (e.g. linen, electric kettle, crockery, kitchenware, groceries, etc.) be kept out of reach of our packing team on the day/s of the pre-pack. In this regard, you should liaise closely with the packer or packers because you should understand that it is their duty to do as much of the packing as possible before the day/s of the actual move.

For practical purposes cartons of varying sizes are used by us. For example, if our largest carton was filled with books

the weight of the carton would make it difficult to carry, so books are normally packed into smaller cartons.

For any small items of extraordinary or sentimental value such as silverware, family heirlooms, photograph albums, etc. we provide a special service for additional security. At a nominal extra charge to cover the additional cost involved, we will make available a metal trunk with a lock that will be packed by our removal supervisor and locked under your personal supervision. Please remember to ask for this special **ELLIOTT** "extra", which is not automatically provided.

Cartons handed to us already packed will not be re-packed unless we receive a written request to do so, in which case additional charges will be raised.

CONTENTS OF CHESTS, WARDROBES ETC.

The contents of chests of drawers, wardrobes, etc. should be removed and packed into cartons because the weight of the contents can cause damage or structural weakening of the furniture and, if furniture is not emptied of its contents, the heavy weight sometimes makes it impossible for our people to lift an item. Under no circumstances will we, or our insurers, accept any liability for loss or damage in respect of items that are left in chests of drawers, wardrobes, cabinets, etc. The onus is on our customer to ensure that everything is removed and either packed by **ELLIOTT** or the customer.

UNPACKING

Our price for packing, on condition the unpacking is done at the time of delivery, includes unpacking. One of the problems involved in unpacking however, is that as items are removed from cartons these have to be placed somewhere, unless of course we place items directly into cupboards, wardrobes, chests, etc. But customers, for obvious reasons, prefer to do this in their own time. This means, if we unpack, all we can do is place the contents of cartons on tables, chests and, if we run out of these surfaces, on the floor, which is not really advisable. For this reason many customers prefer to do the unpacking themselves, allowing us, when the unpacking has been done, to collect from them empty cartons and packing materials. However, this will be done by us strictly on the understanding that the empty cartons will be collected when we have a vehicle in your area and/or when this is convenient for us to do so.

Please understand that, if it is necessary for any reason, for us to return on a day following the move to complete the unpacking and/or any other services, should you not be in a position to accommodate this arrangement, there will be no reduction in our charges.

If you move to an address more than 100 kilometres from an **ELLIOTT** office, it is uneconomical for us to collect empty cartons from you and we do seek your understanding of this.

CONTRACTUAL LIABILITY

The very nature of household furniture and effects, with the many varying shapes and sizes, provides **INHERENT RISKS** which, despite the care and attention devoted by our people to the handling of our customers' possessions, cannot be eliminated. There is not one removal organisation anywhere in the world that has found a successful formula for the elimination of the risk of damage.

ELLIOTT is proud of the reputation we have established for **EXCELLENCE** of service but, even we have to admit that damage does sometimes occur. Because of this, it is standard practice for removal contractors, not only in South Africa but in most other countries, to accept nominal liability for damage or loss and to offer the facility of all-risk insurance protection at an additional charge.

It may be assumed that this system encourages the removal contractor to be careless because, by arranging protection or cover through an insurance company, the removal contractor is absolved from any liability. This might apply in the case of an unscrupulous operator who would, due to a lack of customers, soon be out of business. **BUT**, a reputable organisation like **ELLIOTT** has established its reputation on **EXCELLENCE** of service. This is the main reason why over 70% or more of our customers originate from recommendations received from others who have used our services with real satisfaction.

Insurance protection is of special importance in the event of calamity (e.g. fire, floods, over-turning of the vehicle, etc.) and for this reason, if for no other, it is essential that all-risk insurance cover is made available and arranged for our customers.

INSURANCE PROTECTION

For the reasons set out in the previous section, reputable removal contractors offer insurance cover at competitive rates for the protection of our customers.

The question is often asked "Why is the cost of insurance not included in the removal price?" There are a number of reasons for this.

Firstly, a small number of customers (inadvisably we feel) prefer not to pay for the additional cost of insurance and, by so doing, they agree to accept any liability arising from damage and/or loss.

Secondly, there are some customers who prefer to arrange their own insurance protection, but this can be dangerous unless the cover, so arranged, is provided on a genuine ALL-RISK basis. So often we have found that a customer has

secured "low-cost insurance" with limited cover involving many critical and important exclusions. Make sure, therefore, that any insurance cover is arranged on a genuine all-risk basis, as is the case with the **ALL-RISK** insurance protection offered by **ELLIOTT**.

Your own householders insurance policy may provide limited cover whilst your possessions are in transit and/or storage but, usually, the risks of damage, marking, scratching or breaking and other important risks are excluded. It is advisable to arrange all-risk insurance protection through us because this is geared specifically to suit the needs of our customers.

Another reason why the cost of insurance is not included in the removal price is because, unless we show the removal price and the cost of insurance separately, you would not be in a position to compare our quotation with a competitive quotation on a "like for like" basis. For these reasons it has become standard practice in the removal industry to reflect the cost of insurance separately.

The most important reason for insurance is the need for protection in the event of total loss due to calamity, accident, act of God etc. and, by arranging insurance through us, you will receive that protection and the peace of mind that comes with it.

IT MUST BE EMPHASISED THAT, UNLESS INSURANCE COVER IS ARRANGED BY YOU, PREFERABLY THROUGH OUR INSURERS OR THROUGH ANY OTHER RECOGNISED INSURANCE UNDERWRITER, YOU WILL RECEIVE NO COMPENSATION IN THE EVENT OF ANY CLAIM ARISING FROM FIRE, BURGLARY OR FLOODS. ADDITIONALLY, OUR LIABILITY IN RESPECT OF ANY OTHER CLAIM IS STRICTLY LIMITED IN ACCORDANCE WITH CLAUSE 10 OF OUR CONTRACT CONDITIONS.

Beware of the limited cover made available by some removal organisations that offer "insurance" leaving you with the impression that you have full protection but which, in reality, provides very limited cover and many dangerous exclusions!

If insurance cover is arranged through **ELLIOTT** you will receive from us an **INSURANCE POLICY** underwritten by one of the leading underwriters in South Africa. This document will be handed to you by our removal supervisor on the day of the move. This is very important because, unfortunately, there are removal contractors who pretend to offer insurance, who will charge you for the insurance and who will simply "pocket" the premium. You will appreciate this practice is not only dishonest but, also, highly dangerous as any claim would have to be met by the removal contractor.

IF INSURANCE HAS BEEN ARRANGED THROUGH ELLIOTT, IT IS VITALLY IMPORTANT FOR YOU TO ENSURE YOUR COPY OF THE INSURANCE POLICY IS HANDED TO YOU ON COMMENCEMENT OF THE MOVE. IF YOU HAVE NOT RECEIVED THE INSURANCE POLICY, THIS MEANS INSURANCE HAS NOT BEEN ARRANGED AND YOU SHOULD PLEASE CONTACT OUR OFFICE BY TELEPHONE AND IN WRITING TO ENSURE THERE IS NO OMISSION OR OVERSIGHT IN THIS REGARD. WHEN RECEIVING YOUR INSURANCE POLICY, PLEASE MAKE SURE THAT THE

VALUE REFLECTED ON THIS CONFORMS WITH THE INSURANCE VALUE NOMINATED BY YOU.

On payment of the appropriate additional premium, special additional mechanical derangement insurance cover is made available for the transit-related malfunction of domestic electrical appliances, but **EXCLUDES** cover in respect of any electronic items. Please understand that mechanical derangement cover is made available only to cover the malfunction of an appliance **RESULTING FROM DAMAGE IN TRANSIT**.

If insurance is arranged through **ELLIOTT**, it is essential, in the event of storage, for the insurance cover to be extended for the period of storage. An additional monthly premium is payable for this extension.

FOR LONG-TERM STORAGE, PLEASE NOTE THAT THE ONUS WILL BE ON YOU, IF INSURANCE HAS BEEN ARRANGED THROUGH US, PERIODICALLY (AT LEAST ONCE ANNUALLY) TO ARRANGE FOR ESCALATION OF THE VALUE. UNLESS THIS IS DONE PERIODICALLY, INFLATION WILL ERODE YOUR INSURANCE VALUE AND, IN THE EVENT OF A CLAIM, YOU COULD FIND THAT THE CONSIGNMENT IS UNDER-INSURED, WHICH IS FINANCIALLY RISKY AND DANGEROUS. IF INSURANCE HAS BEEN ARRANGED THROUGH YOUR OWN INSURERS, PLEASE REMEMBER TO DEAL WITH THEM REGARDING THE REGULAR ESCALATION OF THE VALUE TO COMBAT THE EROSIONARY EFFECTS OF INFLATION.

Escalation of the original value requires the issuing of another insurance policy to cover the escalation. Please, therefore, when requesting escalation of the insurance value, make sure this is done verbally and in writing and please make sure you receive from us a separate insurance policy covering the increased value.

INSURANCE APPLICATION FORM

For all-risk insurance cover to be arranged, our insurers require that an insurance application form be completed by the customer in as much detail as possible.

If you would prefer to compile your own more detailed valuated inventory, you may do so. However, you will still be required to complete the front of the insurance application form and refer on this to your own valuated inventory, which is to accompany the completed application form, which **MUST BE IN OUR POSSESSION PRIOR TO COMMENCEMENT OF YOUR MOVE**. Unless we are in possession of this properly completed document, the insurance company has the right to cancel or withdraw the insurance cover requested by you.

Please do appreciate that this requirement of the insurers is in your interest and theirs as mutual protection.

YOUR INSURANCE VALUE

Of great importance is the need to insure your possessions for their full replacement value. This means for the **FULL REPLACEMENT VALUE OF EACH AND EVERY ITEM TO BE MOVED.**

When calculating the approximate value of the contents of a home there is the inclination to consider only the larger items such as the lounge, dining room and bedroom furniture and to ignore the smaller items such as pictures, glassware, china, kitchenware, linen, clothing, books, etc. which often represent a greater value than the value of the furniture!

Bear in mind that to under insure the consignment is extremely dangerous and, in the event of under insurance, the insurance company, when settling any claim, has the right to decrease the claim settlement by applying the principle of "average."

Example: Should you declare a total insured value of R50 000 for a consignment with a full replacement value of R100 000 by applying "average" a claim of R200 may be reduced to R100.

As a special aid to our customers we normally, **WITHOUT PREJUDICE**, show on our quotation form what we believe is a realistic **RECOMMENDED** minimum insurance value. Please understand, however, that in arriving at this "recommended minimum insurance value" a formula based on an **AVERAGE** value/volume ratio, established with the guidance of our insurers, has been applied. This formula is certainly not infallible because there are occasions in the case, for example, of a household comprising unusually high-value items, antique furniture, valuable paintings, etc. when that formula can be very misleading. For this reason the "recommended minimum insurance value" provided by us is given **WITHOUT PREJUDICE** purely as a guide and under no circumstances will **ELLIOTT** accept liability for any inaccuracy in this regard.

It must be emphasised that the reflection of a recommended minimum insurance value on our quotation does not mean that insurance is automatically provided for you. On the contrary, unless your insurance value is inserted in the appropriate section of the acceptance of our quotation and unless we receive from you a properly completed Insurance Application Form before commencement of the move, insurance will not be arranged and our liability will be limited strictly in accordance with our Contract Conditions.

We urge you to take special care when inserting the values on the insurance application form and, after arriving at the total sum insured, if you find this is somewhat less than our "recommended minimum insurance value", you should re-check the values making sure that each item included in the consignment is insured for its **NEW REPLACEMENT VALUE.**

YOUR INSURANCE PREMIUM

The insurance premiums made available by us to our customers provide fully comprehensive all-risk insurance cover at rates which are extremely competitive.

WHEN COMPARING OUR INSURANCE PREMIUM/S PLEASE NOTE CAREFULLY THAT THE INSURANCE COVER MADE AVAILABLE BY ELLIOTT BEARS NO EXCESS. THIS MEANS THAT, IN THE EVENT OF A CLAIM, NO FIRST AMOUNT IS PAYABLE BY YOU.

MECHANICAL DERANGEMENT INSURANCE

As an additional service to our customers, insurance cover against mechanical derangement in respect of kitchen appliances, TV sets, video recorders and hi-fi sets is made available on payment of an additional premium. By paying this additional premium for mechanical derangement cover, you will receive protection in the event of a malfunction in the mechanism of an item of this kind on condition that:

- a) *Each such item is properly prepared for the move. Please consult the agent or supplier of the appliance.*
- b) *The malfunction results from our handling and transportation of the item/s.*
- c) *The item concerned is a normal household appliance and not a computer, machine or electronic equipment of any kind.*

Please note very carefully that the mechanical derangement insurance will not cover:

- a) *Adjustments and/or tuning of TV sets, video recorders, hi-fi sets, music centres, etc.*
- b) *Tuning of musical instruments.*
- c) *Malfunction of any kind of electronic equipment, computers, personal computers, machines and any items which are not classified as normal household appliances.*

INSURANCE CLAIMS

After receipt of your possessions you should carefully inspect each and every item and, in the event of damage, the matter should be reported to us verbally and in writing within 14 days. Claims are handled by qualified and competent staff who are based at ELLIOTT's head office in Johannesburg.

You are assured of the prompt and efficient attention to the settlement of a claim in accordance with the standard terms and conditions of the insurance cover, which we believe is wider and more comprehensive than any other similar cover made available in South Africa. **IN SUPPORT OF THIS STATEMENT PLEASE REMEMBER THAT THE INSURANCE PROTECTION MADE AVAILABLE TO YOU BY ELLIOTT IS SUBJECT TO NO EXCESS.** This means that no amount is deducted from settlement of your claim as is the case with most other transit insurance policies offered to customers in South Africa.

THE ELLIOTT REMOVAL QUOTATION

For moves by road within Southern Africa, quotations are submitted in one of two alternative formats as follows:

- a) **INCLUDING** packing and such ancillary services.
- b) **EXCLUDING** packing and such ancillary services, in which case the packing and ancillary packing services will be priced separately on a per unit basis.

The quotation format that **INCLUDES** all packing and ancillary services will only be submitted to those customers who have clearly instructed us to perform **ALL** of these ancillary packing services for them.

Should customers express some doubt as to whether we will be doing some or all of the packing or when customers tell us that some or all of the packing will be done by them, the quotation format that **EXCLUDES** packing will be applied.

Please clearly understand that by the words "packing and/or ancillary packing services", we are referring to the following:

- Packing of smalls (glassware, kitchenware, books, linen, TV sets, VCRs, clothing, etc.) into cartons.
- Providing wardrobe cartons (hang packs) for the hanging of your suits, dresses, etc.
- Extra protection cushioning or wrapping of delicate antiques, paintings, etc.
- Crating of items requiring this specialised ancillary packing.
- Provision of plastic covers and other protective materials.

Should you have any doubt regarding the quotation format received by you, please immediately establish contact with us for clarification in order to avoid any miscommunication in this regard. It must be clearly understood that any customer receiving and accepting the quotation format that excludes packing and ancillary packing services will be required to pay **EXTRA** for the packing and ancillary packing services.

Our quotation comprises two sections - the **QUOTATION**, which is to be retained by you; and the **ACCEPTANCE FORM**, which is to be completed in detail, signed by you and returned to **ELLIOTT** as far in advance of the move date as possible.

It is only when we are in possession of the signed and completed **ACCEPTANCE FORM** that confirmation of dates for packing, moving and delivery can be provided by us. Remember too that any quotation is subject to the availability of packing/moving teams, vehicles and equipment on the date/s nominated by you. Of course we will do all we can to help our customers whenever it is humanly possible to do so, but, there are certain times (e.g. the first and last week of each month and the summer school holiday months of December and January) when the demand for our services is excessive, so it is important to book dates as early as possible.

Charges for insurance (the insurance premium) are quoted separately at a percentage rate of the sum insured (e.g. if the rate is 1,5 percent, the basic cost of insurance for an insured value of R100 000 would be R1 500).

VALUE ADDED TAX (VAT)

For any international move (i.e. to and from South Africa), Value Added Tax (VAT) is zero-rated.

This means no charge is raised for VAT.

When an intended international move is cancelled after a consignment has been uplifted (i.e. after commencement of the move) and/or a quotation covering an international move is converted to a domestic move, the zero-rated VAT is no longer applicable and VAT at the current rate is payable.

ACCESS TO RESIDENCE

Any removal contract allows for the carrying and/or removal on trolleys over a reasonable distance between the main entrance to the residence and the nearest position in which the removal van can park. In the case of the conditions of contract of **ELLIOTT** you will see that a distance of up to 40 metres is provided.

Should we undertake a pre-move survey at your existing residence, our Sales Executive will physically check the distance between the entrance and the nearest place at which our vehicle can park and will make provision for this in our quotation. On the other hand, if for any reason, a pre-move survey is not undertaken at your residence we will not know the distance involved and you should therefore advise us in writing if the distance from the entrance to our vehicle is likely to exceed 40 metres.

The same principle applies to the delivery address and the onus is on you to notify us in writing should the distance

exceed 40 metres. This is especially important in the case of deliveries to farm or rural residences where overhanging trees or narrow and winding roads might prevent our vehicle from gaining access to within 40 metres of the residence.

As you will appreciate, we would like to have access as near as possible to the entrance to your home, both at the address from which your possessions are uplifted and at the delivery address. If, therefore, you do not want our vehicle to drive onto the paving or brickwork of the driveway, please notify us in writing beforehand.

DIRECTIONS TO PREMISES

If difficulty is sometimes experienced by people in finding your address or if you are moving from or to a plot or farm in the country, please either provide us verbally with detailed directions or let us have a simple map. This will help in avoiding late arrival due to the sometimes frustrating experiences of our supervisors when they have difficulty finding an address.

PLAN OF NEW HOME

It will help if you plan in advance the room and position in which furniture and other items are to be placed in your new home. It is therefore advisable to draw scale plans of rooms to decide in advance the most favourable placing and positioning of your possessions in the new home.

This is especially necessary when there is a move from a larger to a smaller home. In such cases it is important to establish in advance that all your possessions can be accommodated. If not, arrangements can be made with us to hold any excess items in our store.

Our removal team will be patient and our removal price makes reasonable provision for time to place your furniture in the position/s preferred by you, but please understand that extra charges may be raised if we are required to continually re-position items whilst you are undecided as to precisely where they should be positioned or if items that cannot be accommodated in a smaller home need to be moved elsewhere.

PACK, MOVE AND DELIVERY DATES

PLEASE NOTE CAREFULLY THAT OUR QUOTATIONS ARE SUBJECT TO THE AVAILABILITY OF OUR HUMAN RESOURCES, VEHICLES AND EQUIPMENT ON THE MOVING AND PACKING DATES NOMINATED BY OUR CUSTOMER.

At the time of your initial enquiry or contact with us, unless you state categorically that you will be using our services,

any pack, move or delivery date mentioned by you will not be reserved by us until we are in possession of your official acceptance of our quotation.

The sooner dates for packing, uplifting and delivery are arranged the better chance there will be of **ELLIOTT** meeting your requirements. It is essential therefore to confirm your requirements telephonically, after which you should confirm these in writing by completing the acceptance of our quotation and sending this by e-mail or fax to the **ELLIOTT** office with which you are dealing.

The demand for our services increases in the school holidays and is at its peak during the second half of November and the months of December and January. A tremendous strain is placed on manpower and equipment over this period.

If at all possible you should avoid moving in the peak moving season, especially as prices are normally lower in the "off months". We understand, of course, that many people can't choose when to move because their timing of the move is determined by other factors and we will do the best we can to meet your requirements.

DIRECT LOADING AND UNLOADING

Although it is our objective, where possible, in the case of a long distance move, to load onto the same vehicle that will deliver your possessions to your new residence, the very nature of our business makes it impossible to guarantee such an arrangement. Technical problems can arise that may prevent us from achieving this objective and it is important for us to have your full understanding in this regard.

TIMING OF THE MOVE

Whilst we will endeavour, where possible, to give you an idea of the time of commencement of a move or of delivery, please do understand that the time given by us as a guideline cannot be guaranteed because technical problems in our type of business can and do sometimes arise - although we are proud of the care taken by our people in doing everything possible to eliminate such problems. If it is possible to do so we shall notify you by phone if we do run late, but please understand, we can only do this if we are in possession of a telephone number at which you can be reached.

PLEASE NOTE CAREFULLY THAT SOMETIMES THE UPLIFTING AND DELIVERY OF A CONSIGNMENT MAY TAKE LONGER THAN EXPECTED AND THE COMPLETION MAY BE DELAYED FOR REASONS BEYOND OUR CONTROL. IF, THEREFORE, YOU HAVE A PRIOR COMMITMENT, SUCH AS A PLANE TO CATCH OR A DINNER ENGAGEMENT, PLEASE DO NOT HOLD US RESPONSIBLE IF COMPLETION IS DELAYED AND YOU ARE PREVENTED FROM ARRIVING ON TIME FOR YOUR ENGAGEMENT.

THE ELLIOTT REMOVAL TEAMS

If packing is arranged on a day or days prior to the uplifting of your consignment, our packer or packers will arrive at your residence some time during the course of the morning.

On the day of the move, our removal team, led by the supervisor, will be in attendance. A full compliment usually comprises the supervisor and four or five members of his "crew".

In accordance with our **EQUAL OPPORTUNITY POLICY** our supervisors may be black, white, coloured or Asian but, of one thing you can be assured - the supervisor is trained to control the work done by our people in order to achieve maximum efficiency and productivity in the service provided for you.

Our removal people do not expect you to provide food for them although some customers are kind enough to provide tea, coffee and/or refreshments, which is always greatly appreciated as the work performed by our people is of a strenuous nature.

SHOULD YOU HAVE ANY EXTRA REQUIREMENTS THAT ARE NOT PROVIDED FOR IN OUR QUOTATION OR SHOULD YOU WANT OUR PEOPLE TO RETURN TO YOUR RESIDENCE ON THE FOLLOWING DAY, PLEASE DO NOT MAKE SUCH ARRANGEMENTS WITH OUR REMOVAL TEAM BECAUSE, FIRSTLY, THEY ARE NOT EXPECTED TO HANDLE SUCH MATTERS; SECONDLY, THEY MAY NOT RETURN TO THE OFFICE IN TIME TO PASS ON THE INSTRUCTION; AND THIRDLY, THEY MAY FORGET TO DO SO! PLEASE DEAL WITH OUR OFFICE DIRECTLY ABOUT ANY SUCH MATTERS.

Should you at any time feel something is done by us which does not meet with your full approval or should you detect a problem in our handling of your requirements, the sooner this is drawn to our attention, the sooner we can prevent the problem from escalating. Please contact our office telephonically to enable us to deal with the matter promptly and efficiently in our mutual interests.

MOVE DAY

Some simple hints to help you on the day of the move:

Wear comfortable shoes and old jeans!

When our removal team arrives make a point of accompanying our supervisor throughout your premises pointing out to him (if applicable) what should not be included. We cannot be held responsible for moving an item that should not be moved.

SIMILARLY, WE CANNOT BE HELD RESPONSIBLE FOR ANY ITEM LEFT BEHIND THAT SHOULD BE INCLUDED FOR REMOVAL. IT IS THEREFORE ESSENTIAL, BEFORE DEPARTURE OF OUR REMOVAL VAN, FOR YOU TO ACCOMPANY OUR SUPERVISOR ON AN INSPECTION OF THE ENTIRE PREMISES TO ENSURE THAT EVERYTHING HAS BEEN LOADED ONTO OUR VEHICLE, INCLUDING ITEMS THAT CAN SO EASILY BE OVERLOOKED, SUCH AS ITEMS FROM BUILT-IN CUPBOARDS, THE BIRD BATH, WIRE NETTING, CLOTHES LINES, SWINGS, PLANTS, ITEMS FROM THE ATTIC OR BASEMENT, ETC.

Make sure that items to accompany you are kept separately and not loaded into our removal van. It is advisable to lock such items in a built-in cupboard or room.

DO NOT UNDER ANY CIRCUMSTANCES LEAVE VALUABLES INCLUDING MONEY, JEWELLERY, ETC. LYING AROUND.

You should be present throughout the duration of the move because our moving and packing teams may need to consult you about certain matters.

For a direct move from one residence to another, please keep to one side what we refer to as the "survival kit" - those items usually required immediately on delivery (e.g. electric kettle, teapot, tea/coffee, powdered milk, sugar, cups, saucers, teaspoons, towels, soap, toilet paper, household cleaner, dish washing liquid, matches, cork-screw, tin opener etc.). These items must be handed to the Supervisor, who will arrange for the "survival items" to be packed together in a carton or cartons specially labelled and marked "for immediate use". This carton or these cartons will be loaded last on our vehicle for immediate accessibility at your new home. Remember what is loaded into the van first comes out last!

IT IS MOST INADVISABLE TO ALLOW WORKMEN SUCH AS BUILDERS, ELECTRICIANS, PLUMBERS ETC. TO WORK IN A BUILDING AT THE SAME TIME AS YOUR POSSESSIONS ARE BEING UPLIFTED OR DELIVERED BY ELLIOTT AFROVAN. OBVIOUSLY UNDER SUCH CIRCUMSTANCES, SHOULD ANYTHING GO WRONG, IT IS DIFFICULT OR EVEN IMPOSSIBLE TO ESTABLISH THE IDENTITY OF THE PARTY OR PERSONS WHO CREATED THE PROBLEM.

Should you, for any reason (e.g. unavailability of the residence resulting from building delays etc.) request that your possessions be placed into the garage or outbuildings at the delivery address, it is regretted that neither we nor our insurers can under any circumstances accept responsibility for damage, which might result from the loading of your possessions in this way. It is advisable, if your residence is not available for delivery of your possessions when the consignment is tendered for delivery, to arrange for your possessions to be placed in our storage depository where these can be carefully and efficiently loaded into our storage containers.

Please do not offer our moving and packing teams liquor or cigarettes. The consequences are obvious. They are strictly forbidden to consume alcohol whilst on duty and they may only smoke outside during their breaks for lunch and tea.

Before the van leaves have one final check around the premises to satisfy yourself that everything has been cleared - particularly from all cupboards, the garage and the garden. **UNDER NO CIRCUMSTANCES CAN WE BE HELD RESPONSIBLE IF ANYTHING IS LEFT BEHIND.**

TIPPING

Tipping of members of our moving/packing team is not expected - nor is it an obligation on the part of any customer - but, in line with modern trends, tips are paid when special service has been rendered. The level of tips varies according to the feelings of the customer and according to the amount of work involved but, as a general rule, for the removal of the contents of an average sized home, amounts ranging from R20 to R30 per crew member are paid.

THE INVENTORY

For any removal beyond a radius of 100 kilometres an inventory of the items received by us for transportation is compiled. For a shorter move an inventory is not normally compiled unless the customer specifically requests this be done.

The inventory, compiled in triplicate, is a very important document. A copy of this will be handed to you by our supervisor and we request your care and attention in checking the accuracy of this document, after which, our supervisor will require your signature in the appropriate section for "customer's signature at origin".

For obvious reasons, it is impossible to describe on the inventory each and every item packed by us into cartons.

You will, therefore, find that the inventory will reflect a rough outline of the contents of cartons (i.e. linen, books etc.). In addition, with the description of contents, will be reflected the room from which the contents originated. This will facilitate the placing of cartons in the appropriate rooms in your new residence.

PLEASE DO UNDERSTAND THAT WE CANNOT BE HELD RESPONSIBLE FOR NON-DELIVERY OF AN ITEM WHICH IS NOT REFLECTED ON THE INVENTORY.

DISMANTLING AND ASSEMBLING OF FURNITURE, UNITS, ITEMS ETC.

The dismantling for transportation and the assembling after delivery of items will be done by our people on the strict understanding that such work does not require the involvement of a specialised carpenter and/or require complicated carpentry and/or unusual tools and/or workmanship.

The involvement of a carpenter, electrician, plumber or other such specialised craftsmanship and/or the assembling of

an item which has not been dismantled by our own people and requires complicated assembling, may incur additional charges.

INFLAMMABLE PRODUCTS

Inflammable liquids (e.g. some paints, benzene, paraffin etc.) and products (e.g. matches) may not under any circumstances be handed to us for transportation or storage.

LIQUID PRODUCTS

There is always the risk that liquid products (e.g. wine, groceries, oil, paint etc.) may leak in transit. There is no way of guaranteeing the elimination of this risk and, accordingly, any claim in respect of the liquid itself or damage created to other items by the liquid must, regrettably, be rejected.

JEWELLERY, WATCHES, FIREARMS AND SIMILAR VALUABLES

Unless special arrangements **IN WRITING** are made with us prior to commencement of the removal, items such as jewellery, watches, and other similar valuables may not be handed to us for removal - nor should they be left lying around the residence at the time of the move. **WE CANNOT UNDER ANY CIRCUMSTANCES ACCEPT RESPONSIBILITY OR LIABILITY FOR LOSS OF THESE ITEMS.** The same applies to money (either notes or coins) which is left lying around or handed to us for transportation.

The laws of the country do not allow us, under any circumstances, to transport firearms.

ELECTRICAL APPLIANCES AND FITTINGS

Electrical appliances and fittings such as stoves, lights and chandeliers must, by law, be disconnected and reconnected by a qualified electrician but - provided we are given sufficient notice - we would be happy to arrange this for you (at extra charge).

Washing machines are supplied with stabilising rods to protect the drum whilst in transit. It is essential the drum is stabilised for transportation and, if you cannot produce the rods with all the screws etc., you must contact the agents and arrange for them to stabilise the drum prior to the date on which your possessions are to be uplifted. Unless the drum is securely stabilised, neither we nor the insurers may be held responsible for resultant damage.

In order to minimise the risk of mildew formation, it is important for you to carefully prepare for the transportation and/or storage of refrigerators, freezers, washing machines and dryers. When all the contents have been removed from a refrigerator or freezer, these are to be defrosted and brought to room temperature with the doors open. They should be thoroughly cleaned using Jik, Milton or any suitable detergent to minimise odour build-up whilst your possessions are in our custody.

Refrigerators, freezers, washing machines and dryers are to be thoroughly dried, not only to minimise the formation of mildew but also to prevent the risk of moisture from these units leaking and creating damage to other items in your consignment. **THE LONGER THIS PROCESS IS CARRIED OUT BEFORE COMMENCEMENT OF REMOVAL, THE LESS RISK THERE IS LIKELY TO BE OF MILDEW FORMATION OR LEAKAGE. PLEASE DO UNDERSTAND THAT NEITHER WE NOR THE INSURERS WILL ACCEPT LIABILITY IN THE EVENT OF MILDEW FORMATION OR DAMAGE TO OTHER ITEMS IN YOUR CONSIGNMENT RESULTING FROM LEAKAGE OF A REFRIGERATOR, FREEZER, WASHING MACHINE OR DRYER.**

CURTAINS AND BLINDS

Please note that our quotation for removal of your possessions does not include or cover the taking down or hanging of curtains and/or blinds. The taking down and the hanging of curtains is a time consuming task, the cost of which would increase the charge raised by us for removal of your possessions.

POT PLANTS

Plants may, and often, react adversely to a journey - no matter how short - from one place to another. It is because of this that many removal contractors will not accept pot plants for transportation. On the other hand **ELLIOTT** appreciates the value of plants and the special feelings of some customers towards these. Accordingly, plants are accepted by us on condition that neither we nor our insurers are held liable for any change in appearance or damage resulting from their transportation.

LIQUOR

Even taking into account the loyalty of our people, we believe that "temptation should be kept out of harm's way" and liquor can be a "temptation". For this reason we ask for your co-operation in personally handing over your liquor to our supervisor who will pack this in accordance with our special liquor security procedure.

KEYS

Keys, if left in chests, cupboards, wardrobes etc. can go astray or be damaged.

Keys should therefore be carefully marked with tags for ease of identification and retained by you. Please understand that this is very important and should not be left to the last minute. **WE CANNOT BE HELD RESPONSIBLE FOR KEYS WHICH MAY BE LOST OR MISLAID.**

PAYMENT

It is quite normal for removal companies - not only in South Africa but all around the world - to ask for payment prior to the move taking place.

We urge you to read our conditions of contract which set out, in more detail, the required terms of payment. On the other hand, if you are likely to require our services on a regular basis, you may apply for credit terms based strictly on the understanding that payment is made to us on presentation to you of our invoice.

OVER BORDER MOVES

For road removals to countries outside the borders of the Republic of South Africa, certain customs documentation must be in our possession before we may deliver your possessions from South Africa. Please make sure you liaise with us in this regard.

STORAGE

The containerised storage system of **ELLIOTT** is the most modern and effective of its kind to be found anywhere in the world. The system was first introduced in the U.S.A. and the senior executives of **ELLIOTT** have travelled - and continue

to travel - overseas to ensure that the methods and systems employed by the organisation are in line with or better than those to be found anywhere in the world. Our dust-free containerised storage reduces handling to the barest minimum and, as the more a consignment is handled the greater becomes the risk of damage, you will appreciate the real value of this storage system.

Due to the design of vehicles, for a pick up or delivery beyond a 100 kilometre radius of our warehouse, consignments cannot remain in the palletised storage containers. For storage at our warehouse in another town or city, we may, at our discretion, hold a consignment in our store at the point of origin, sending it forward to our store at the point of destination when we have available space on a vehicle moving between the two cities. If this does not meet with your requirements, please tell us verbally and in writing when you book to have your possessions uplifted.

If insurance is arranged through **ELLIOTT** it is essential, in the event of storage, for us to extend the insurance cover for the period of storage on payment of an additional insurance premium which will be invoiced to you with the storage. Please understand it is dangerous to involve a different insurer for the period of storage because, if you do this, in the event of a claim, the onus will be on you to verify when and where the claim originated otherwise neither insurer may accept liability.

UNLESS INSURANCE HAS BEEN ARRANGED THROUGH ELLIOTT OR THROUGH YOUR OWN INSURERS, PLEASE BE AWARE THAT YOU WILL RECEIVE NO COMPENSATION IN THE EVENT OF FIRE, BURGLARY OR FLOODS WHILST ITEMS ARE HELD IN OUR STORE.

THIS IS EXTREMELY IMPORTANT AND ONE OF THE VITAL REASONS WHY IT IS ESSENTIAL THAT ALL RISK INSURANCE COVER BE ARRANGED.

REMEMBER TO ESCALATE YOUR INSURANCE VALUE FOR ANY LONG TERM PERIOD OF STORAGE BECAUSE INFLATION HAS AN ERODING EFFECT ON YOUR INSURANCE VALUE WHICH, IN THE EVENT OF A CLAIM, MAY INVOLVE UNDER-INSURANCE, SOMETHING WHICH MUST BE AVOIDED AT ALL COSTS. WE WILL NOT BE RESPONSIBLE FOR ANY UNDER INSURANCE.

Storage charges are billed monthly.

The minimum charge for storage is based on one month.

RE-DELIVERY FROM STORE

Your removal price is based on transportation from one point to another and should you require storage or should you not be in a position to accept your possessions when these are tendered for delivery, the consignment will be placed into our store. Please note that the cost of delivery/re-delivery covering the extra services provided by us when storage is involved is **NOT** included in the removal price covering transportation from one point to the other. Extra charges are raised for the additional delivery/re-delivery involved and as the charge covering these additional services depends upon a number of variable factors, including the distance between our store and the residence, the access to the residence etc. charges for the extra delivery/re-delivery are not normally recorded on our quotation.

Due to the fact that any booking is subject to the availability of people, vehicles and equipment at the time or on the day required by a customer it is extremely important to confirm the date required for re-delivery from store as far in advance as possible. Such confirmation should be done first verbally and then in writing.

The demand for our services is extremely heavy during the first and last week of the month and for re-delivery at any time during that period we would normally require three weeks' notice or more. If we cannot accommodate your requirements on the date nominated by you we request your understanding of the fact that bookings are accepted and confirmed on a "first come, first served" basis.

ACCESS TO GOODS IN STORE

As the work pattern of our stores people also has peaks and valleys we seek your co-operation in providing as much notice as possible if you require access to your possessions held in our store. You might wish to extract papers from a suitcase or carton or you might wish to go through all of your possessions to look for a particular item. If so, it will be necessary for us to remove your possessions from our storage containers and to place these for you in an accessible position. This is a time consuming operation because it all has to be done very carefully so you will understand why we need as much notice as possible but, we will do all we can to meet your requirements, as long as this is humanly possible. A charge, depending on the time taken to make your possessions available for you, is raised.

STORAGE - MISCELLANEOUS INFORMATION

Do not include for storage perishables of any kind unless these are sealed in tins or jars.

Inflammable liquids and dangerous substances may not under any circumstances be included for storage. Included in this category are ammunition, inflammable paint, used paint, brushes, turpentine, paraffin, petrol, cleaning fluids, methylated spirits, fireworks, aerosols, chemistry sets etc.

Be careful about storing confidential papers and documents such as driving licences, vehicle licences, birth certificates, insurance policies, bank statements etc. You may need them at some time during the period of storage.

As a precaution against the risk of moth or insect infestation your clothing, blankets, rugs and other fabrics packed by **ELLIOTT** will be carefully treated with naphthalene. Every reasonable precaution is taken by us but - like other removers and storers - we cannot, due to inherent vice, be held responsible for moth or insect damage.

If there are any items which may possibly be needed by you during the period storage, ask our supervisor to mark the words "keep forward" against each of these items on the inventory. This will ensure these items are easily accessible. Obviously the number of items marked "keep forward" should be limited because, once everything is placed in our depository, it is usually expensive to locate individual articles, when required. A charge is levied for unstacking, selecting and replacing items which are in store.

It is important that we are notified of any change of address during the period of storage.

THE ELLIOTT QUALITY PERFORMANCE REPORT

ELLIOTT has established, not only in South Africa but also around the world, a reputation for **EXCELLENCE**. In order to achieve this we have worked very hard at the training of our people for a job which is extremely difficult - even in the most elementary circumstances! Our success has been achieved largely due to our quality performance system which involves the filling in by our customers of our **ELLIOTT QUALITY PERFORMANCE REPORT**.

We seek your very kind co-operation in doing this for us and in expressing your honest opinion of the service received by you to enable us to continually remind our people that excellence of service is genuinely appreciated by our customers and, where necessary, to remedy any shortcomings.

ELLIOTT CUSTOMER PROTECTION GUARANTEE

The main aim and objective of **ELLIOTT** is to provide for our customers the best possible service in line with our reputation based on **EXCELLENCE**.

We have to admit though that even we, on occasions, have the unhappy experience of providing service which does not meet the expectations of our customer. It is of vital importance in such an instance that the matter receives our attention at the highest level and it is because of our full understanding of this that our **ELLIOTT CUSTOMER PROTECTION GUARANTEE** is made available to all our customers. Under this guarantee you may call for the attention of Charles Luyckx and Brad Barker (joint CEOs of **ELLIOTT AFROVAN**), who undertake to give their personal attention to any problem brought to their attention. In their absence such matters will receive the attention of their Personal Assistant.

PET TRAVEL

The special relationship which exists between pets and their owners is truly appreciated by the **ELLIOTT** organisation. Special arrangements can be made by us for their transportation by air between all areas of the country served by a commercial airline.

The service includes the provision of a special air container designed for maximum safety, space and ventilation for the pet. The containers come in various sizes to accommodate airfreight weight and height requirements and, for pets with unusual dimensions, the container will be tailor-made to order.

It is recommended you allow your pet to become accustomed to the container a few days before travel. To achieve this you may feed your pet in the container and maybe encourage its use as a bed. A favourite blanket or toy left in the container for the duration of the trip may also provide additional comfort and a feeling of security.

Arrangements will be made to collect and deliver your pet in accordance with your requirements.

MOTOR CARS

If you and your family are travelling to your destination by air or by rail we can arrange for the road transportation of your motor car/s. On the other hand if you have two cars and are using the one to travel to your destination you may wish to allow us to transport your second car. Please tell us if we can be of service in this way.

Also, should you require storage of a motor vehicle, under cover storage inside our modern warehouse will be arranged for you.

Please note that neither we nor our insurers will not be held responsible for personal effects or items left in motorcars which have been entrusted to our care, either for transportation or storage reasons.

FOR CHILDREN, MOVING CAN BE TRAUMATIC - OR EXCITING

From an adult point of view, moving to a new home can mean a promising new life, an exciting journey, or, at worst, an inconvenient change of location.

Through a child's eyes, however, moving can mean the thought of being deprived of a warm bed, a safe home, a familiar neighbourhood and best friends. It can be a frightening and frustrating experience. But it doesn't have to be.

Parents who take the time to understand, explain and work through the complexities of a move with their children find that the whole family can accept and even enjoy moving. Broken down into a step-by-step process, moving becomes an exciting adventure for both parents and children.

American psychologist, Dr Richard K Grana, has worked on developing suggested guidelines for parents to follow through each step of the moving process. This begins with a child's typical reactions and emotions to relocating and offers suggestions on the best way to ease the transition and to help reduce, or even eliminate, these effects.

BREAKING THE NEWS. While it isn't necessary for children to be involved in all the discussions prior to a move, once the final decision has been made, let them know immediately. It's a good idea to gather everyone for a family meeting to discuss the reasons the move is taking place and the logistics of the moving process. One family meeting will not answer all questions or calm all fears. That's why it's best to schedule informal family meetings at regular intervals to explain various aspects of the move, a time for everyone to express feelings about the move and to help the children feel a sense of unity and support.

EXPLORING THE NEW NEIGHBOURHOOD. The sooner you make children aware of what to expect in a new home, the sooner their adjustment process can begin. By pointing out positive aspects of the new neighbourhood, you can soothe some of the hurt a child is likely to feel about leaving home and friends. If possible, visit your new city with the entire family. Try to make a real adventure out of it. Explore landmarks, playgrounds, parks, beaches, whatever your children will find most appealing about the new town or city. End the day with a visit to a steak house or fast food restaurant to give them something familiar to remember.

SORTING AND PACKING. In sorting through your children's belongings, you will invariably find some battered and worn-out items. Before you throw out the torn blanket or the teddy bear with a missing eye, remember that children are attached to certain belongings and will find comfort in having them in a new home. Gather items together and let the children decide which ones are the most precious to them. That way they won't feel hurt that some things are thrown

away and also will feel more involved in the moving process. If possible, wait until you are settled in your new home before disposing of worn-out items.

THE FAMILY PET. Great care should be taken to explain how the family pet will be moved. Children often feel very concerned about the pet's safety. Assure them that the pet will be transported in a special way and won't be placed in a box like the lamps and furniture!

Children may even begin to project their own feelings through the family pet, saying things like, "Rover is sad we are moving." Don't ignore these feelings. Approach them in the same way a child does, "Rover is looking forward to the big back yard at our new home." Point out things that both Rover and the child will enjoy about their new surroundings.

THE BIG GOODBYE. Saying goodbye is an important part of the adjustment process for children. Encourage them to spend time with friends before the move, exchanging addresses, photos, and, if practical, make arrangements for a visit. Once you have moved, an occasional letter or photo from old friends is fine, but focusing too much on the old relationships can make meeting new friends more difficult. Try to help the children maintain a balance between old and new.

MOVING DAY. Many parents are tempted to whisk their children off to Grandma's house on moving day, but resist this temptation. It is important to allow children to watch the packing and loading. Encourage them to label their boxes and decide which items to take along on the trip. These activities make children feel they have participated in the move and help them to understand the moving process.

YOUR NEW HOME. Allowing the children to help unpack their belongings is another important stage in the moving process. As they sort through their belongings to make sure everything arrives safely, help them to organise their rooms.

THE NEW SCHOOL. When school begins, be sure that your children's teachers know that you are new to the area so they can help your children with any adjustment problems. Keep close contact with their teachers during the first few months to ensure that the moving adjustment is not affecting your children's behaviour or performance.

NEW FRIENDS. It may seem at first that your children are having difficulty making friends, but remember that they are still making the transition from old to new. You can help them by getting acquainted with neighbours who have children. Invite them to your home and introduce the kids. Look into activities in the area and help your children become involved in their areas of interest. The more your children circulate in the neighbourhood, the greater the chances are of meeting new friends.

ELLIOTT AFROVAN

ELLIOTT AFROVAN employs over 700 people in Johannesburg, Bloemfontein, Cape Town, Durban, East London, Nelspruit, Polokwane, Port Elizabeth, Pretoria, Richards Bay, Saldanha Bay, Francis Town (Botswana), Gaborone (Botswana), Lusaka (Zambia), Maputo (Mozambique) and Matsapha (Swaziland).

ELLIOTT AFROVAN is a member of OMNI (Overseas Moving Network International) - the most important world international moving network comprising only the very best moving organisations of the world. Membership of OMNI is a mark of excellence and of professional service.

ELLIOTT AFROVAN is also proud to be a member in good standing and has been for many years, of the following national and international moving organisations :

- AMSA** : American Moving and Storage Association
- PMA** : Professional Movers Association of South Africa
- FIDI** : World Federation of International Furniture Removers
- BAR** : British Association of Removers
- NMSA** : National Moving and Storage Association of America
- HHGFAA** : Household Goods Forwarders Association of America
- CAM** : Canadian Association of Movers
- LACMA** : Latin American and Caribbean Movers Association
- SAIMA** : South African International Movers Association
- OMNI** : Overseas Moving Network International

NATIONAL AND INTERNATIONAL RECOGNITION


It is with great pride that we have been honoured from South Africa, Belgium, the United Kingdom, the USA and Switzerland with numerous awards for service excellence and outstanding success in the field of international packing and moving. These awards must, surely, leave with you the indelible impression that, by choosing our company to handle your packing and shipping requirements, you will not be disappointed.

In 1999, **ELLIOTT AFROVAN** achieved the pinnacle of success in the world of international moving when, after having undergone independent audits, the company achieved the following quality accreditations:

FIDI Accredited International Mover / ISO : 

ISO 9001:2000 Certification: 

ISO 14001 International Environmental Certification: 

It should be emphasised that Elliott is the only moving organisation in South Africa to have achieved ISO 9001:2000, ISO 14001:2004 and  certification.

We invite you to visit any one of our facilities in Southern Africa to experience the **VITALITY, COMMITMENT** and **ENTHUSIASM** which are the main ingredients in the successful formula which has produced for **ELLIOTT AFROVAN** so many prestigious national and international awards.

We are here to assist you and we look forward to being of service to you.

YOUR PERSONAL CHECK LIST

- Has your removal date been confirmed?
- Has insurance been arranged? Remember to fill in the Insurance Application Form and send this to **ELLIOTT** before commencement of your move.
- Have you completed and submitted the acceptance of the **ELLIOTT** quotation?

- **Have you discontinued these services or advised of change of address?**
 - The Post Office for redirection of mail and transfer of radio/TV licences, M-Net and/or other TV pay stations?
 - Your bank to transfer your credit cards or current account?
 - The Electoral Officer?
 - The Receiver of Revenue?
 - Your motor licensing authority?
 - Your hire purchase suppliers?
 - Your insurance company about your motor, household and other accident policies?
 - Your life assurance companies?
 - The municipality - regarding rates?
 - Clubs and societies?
 - Publications to which you subscribe?
 - Outlets where you have charge accounts?
 - Relatives, friends and regular correspondents?
 - Home Affairs regarding your ID Document?
 - Your solicitors?
 - Your place of worship?
 - Your launderers?

- **Have you also:**
 - Contacted the principal of your children's school, and obtained a letter regarding the status of your children in school?
 - Defrosted, cleaned and dried your refrigerator and freezer?
 - Checked with the agent and carefully prepared your washing machine for transportation?
 - Carefully secured or taped the arm of record players?
 - Had your outside radio and TV aerials and satellite dish taken down and dismantled by a qualified technician?
 - Arranged for disconnection of your stove?
 - Disposed of your unwanted furniture by auction?
(**ELLIOTT** can arrange this or store it for you).
 - Put aside bits and pieces you don't want to take? Why pay to have them moved?

- Cleaned out the medicine cabinet and safely disposed of all those old medicine bottles?
- Tightened the lids on all jars containing liquids?
- Returned any garden tools, books, CDs you have borrowed?
- Had your doctor and dentist recommend someone in the town or area to which you are moving?
- Drained the fuel from Primus stoves, heaters, lamps and lawn mowers?
- Kept aside in a locked built-in cupboard jewellery, money, firearms, insurance policies and documents of extreme value?

- **NOW One last look around:**

- Anything left behind? The attic - garden - garage - basement?
- Any clothing still at the dry cleaners, or shoes at the boot makers, or clothes and sporting goods in lockers at clubs or schools?
- Geyser turned off?
- Light switches all turned off?
- No taps left running?
- Windows and doors locked?
- Old house keys surrendered?

- **AND NOW?**

What about a farewell drink with the neighbours? You've earned it!!

FINALLY

When you have settled in

Please write and tell **ELLIOTT** about your move. We enjoy compliments, and even the occasional complaints help us to provide even better service in future.

HAPPY MOVING!!!



SERVICE SPECIFICATION

It is our aim to eliminate any misunderstanding with our customers. Accordingly this unique addition to our service has been introduced. Our quotation will be based on the specifications as recorded on this document but, should you wish to alter anything, please contact us for a revised quotation and service specification.

Prepared for: _____	
Delivery Address _____ _____ _____ _____ _____ _____	Description of Delivery Address House <input type="checkbox"/> Townhouse <input type="checkbox"/> Flat <input type="checkbox"/> Floor <input type="checkbox"/> Lift Goods <input type="checkbox"/> Lift Passenger <input type="checkbox"/> Access (distance from Elliott vehicle to front entrance) _____ Metres _____ Floor

WHAT YOU WANT ELLIOTT TO DO

(Tick where applicable)

SERVICES	YES	NO	TBA		YES	NO
Pacing of all items	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ELLIOTT EXTRA PROTECTION (EEP) List Items _____ _____ _____	<input type="checkbox"/>	<input type="checkbox"/>
Packing of:						
Breakables / Fragiles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Kitchenware	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Lamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Pictures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
TV/Video Recorder/Hi-Fi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Linen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		CRATING YES NO <input type="checkbox"/> <input type="checkbox"/>	
Hanging Clothes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		List Items _____ _____ _____	
Other Clothes, Shoes & Linen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Curtains	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Books	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

TO BE INCLUDED

YES NO TBA

All Pot Plants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Some Pot Plants (Show how many)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Garage Contents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maids Quarters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Loft or Attic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wendy House	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Piano	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ADDITIONAL SERVICES

YES NO

Stabilise Washing Machine	<input type="checkbox"/>	<input type="checkbox"/>
Stabilising Rods Available	<input type="checkbox"/>	<input type="checkbox"/>
Secure Arm of Turntable	<input type="checkbox"/>	<input type="checkbox"/>
Dismantle Wendy House	<input type="checkbox"/>	<input type="checkbox"/>
Items not to be moved / Special instructions	_____	

I have read and I agree with the details as recorded on this service specification.

Signature of Customer: _____ Date: _____

Signature of Contractor: _____ Date: _____

AZM - E152 - 11-2000

Notes:



Contrary to popular belief, the finest wines aren't to be found in Franschoek, Stellenbosch or Paarl. They are in fact right here in Johannesburg.

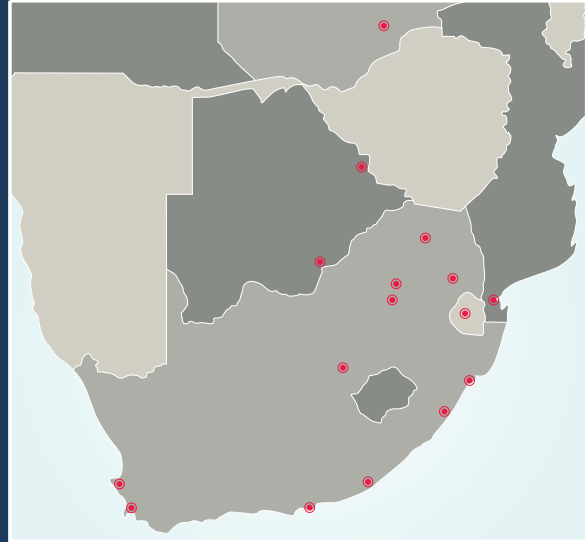
Did you know the Elliott Afrovan warehousing complex in Midrand now boasts a specialised facility for the long-term cellaring of wine? At any given time, 40 000 bottles of wine can be stored at the optimum temperature of 14/16 degrees Celsius and a humidity of 70/80%. What's more, a computerised record of the temperature and humidity is provided to customers on a monthly basis.

So, while some wines may improve with age, others improve with Elliott.



Local Household Moving - Overseas Moving - Pet Relocation - Office and Computer Moving - Fine Art Packing - Storage - **Cellaring of Fine Wines**
Need a quote? SMS "quote" to 34664 R2/SMS, irsms.net/terms Sharecall: 0860 111 590 (011) 256 3000 elliott@elliott.co.za www.elliott.co.za

ELLIOTT BRANCH NETWORK



Johannesburg (Head Office) ●
PO Box 39389, Bramley 2018
Tel: (011) 256-3000 Fax: (011) 256-3200
e-mail: elliott@elliott.co.za

Bloemfontein ●
PO Box 12876, Brandhof, 9324
Tel: (051) 432-2512/3 Fax: (051) 432-2530
e-mail: bloemfontein@elliott.co.za

Cape Town ●
PO Box 36737, Chempet 7442
Tel: (021) 552-3183 Fax: (021) 551-1453
e-mail: capetown@elliott.co.za

Durban ●
PO Box 5966, Durban 4000
Tel: (031) 579-9500 Fax: (031) 579-1667
e-mail: durban@elliott.co.za

East London ●
PO Box 18, East London 5200
Tel: (043) 745-1819 Fax: (043) 745-2332
e-mail: mail@afrovan.com

Nelspruit ●
PO Box 19156, Pretoria West 0117
Tel: (013) 741-2829 Fax: (013) 741-2829
e-mail: nelspruit@elliott.co.za

Polokwane ●
PO Box 4444, Polokwane 0700
Tel: (015) 296-1513 Fax: (015) 296-1591
e-mail: polokwane@elliott.co.za

Port Elizabeth ●
PO Box 61079, Bluewater Bay 6212
Tel: (041) 461-1416 Fax: (041) 461-1141
e-mail: portelizabeth@elliott.co.za

Pretoria ●
PO Box 19156, Pretoria West 0117
Tel: (012) 379-5570 Fax: (012) 379-9567
e-mail: pretoria@elliott.co.za

Richards Bay ●
PO Box 1335, Richards Bay 3900
Tel: (035) 789-4251 Fax: (035) 789-5890
e-mail: richardsbay@elliott.co.za

Saldanha Bay ●
PO Box 466, Saldanha Bay 7395
Tel: (022) 714-2197 Fax: (022) 714-2685
e-mail: saldanhabay@elliott.co.za

Francistown (Botswana) ●
PO Box 1329, Francistown, Botswana
Tel: +(267) 214-260 Fax: +(267) 214-260
e-mail: francistown@elliott.co.bw

Gaborone (Botswana) ●
PO Box 2044, Gaborone, Botswana
Tel: +(267) 391-2531 Fax: +(267) 391-2726
e-mail: gaborone@elliott.co.bw

Lusaka (Zambia) ●
Postnet 399
Private Bag E 891, Lusaka, Zambia
Tel: +(260211) 24-3574/5 Fax: +(260211) 24-3575
e-mail: elliottz@zannet.zm

Maputo (Mozambique) ●
Rua Joaquim Lapa, No 102
1st Floor, Maputo, Mozambique
Tel/Fax: +(258) 21-32-9058 Cell: +(258) 82-410-1894

Matsapha (Swaziland) ●
PO Box 1628, Matapha, Swaziland
Tel: +(268) 518-4270 Fax: +(268) 518-4242
e-mail: swaziland@elliott.co.za